

REMARKS/ ARGUMENTS

The foregoing amendment and the following arguments are provided to impart precision to the claims, by more particularly pointing out the invention, rather than to avoid prior art.

35 U.S.C. § 103(a) Rejections

Examiner rejected claims 109-136 under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent 6,223,165 (hereinafter "Lauffer").

To establish *prima facie* obviousness of a claimed invention, all the claim limitations must be taught or suggested by the prior art. *In re Royka*, 490 F.2d 981, 180 USPQ 580 (CCPA 1974). (Manual of Patent Examining Procedure (MPEP) ¶ 2143.03).

The Lauffer reference does not disclose the claimed limitation, or a limitation similar thereto as included in the independent claims, of a displaying a list of service providers to a customer via an internet connection with the customer prior to the customer submitting a question, *Including providing the customer with an option to view, In ascending or descending order, the list of service providers according to one of a group consisting of price, availability, and customer evaluations.*

Therefore, considering the Lauffer reference does not disclose limitations as set forth in applicant's Independent claims. As a result, applicant's independent claims are patentable over the Lauffer reference. Furthermore, the remaining dependent claims, by way of being dependent on the independent claims, include the distinguishing claim limitations discussed above, and are therefore also patentable over the Lauffer reference.

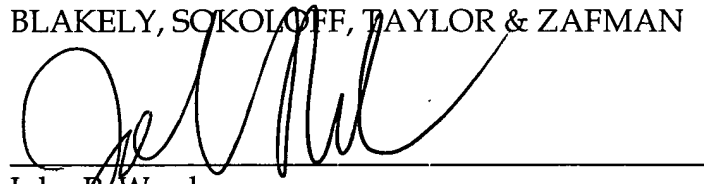
CONCLUSION

Applicants respectfully submit the present application is in condition for allowance. If the Examiner believes a telephone conference would expedite or assist in the allowance of the present application, the Examiner is invited to call John Ward at (408) 720-8300, x237.

Authorization is hereby given to charge our Deposit Account No. 02-2666 for any charges that may be due.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN

A handwritten signature in black ink, appearing to read 'John P. Ward', is written over a horizontal line.

John P. Ward  
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Date: 08/21/2003

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